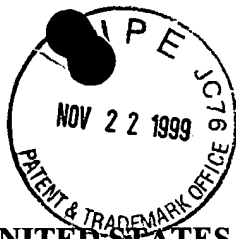


ASTRP.235RC2



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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Charles D. Lanier, et al.

) Group Art Unit 2786

App. No. : 09/375,867

Filed : August 17, 1999

For : INTELLIGENT HELP
SYSTEM

Examiner : Unknown

I hereby certify that this correspondence and all marked
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David N. Weiss
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INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
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Dear Sir:

Enclosed is form PTO-1449 listing references that can be found in the parent applications
listed below:

Serial No. 07/562,046

Filed on August 2, 1990

Serial No. 08/223,620

Filed on April 6, 1994

Serial No. 08/724,947

Filed on October 2, 1996

This Information Disclosure Statement is being filed within three months of the filing date of this
application, and no fee is required in accordance with 37 C.F.R. § 1.97(b)(1).

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: Nov 27, 1999

By: *David N. Weiss*

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ASTRP.235RC2



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Charles D. Lanier, et al.
App. No. : 09/375,867
Filed : August 17, 1999
For : INTELLIGENT HELP
SYSTEM
Examiner : Unknown

Group Art Unit 2786

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INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Enclosed is form PTO-1449 listing references that are also enclosed. This Information Disclosure Statement is being filed before the mailing date of a final action under 37 C.F.R. § 1.113 and before the mailing date of a notice of allowance under Section 1.311. A certification under 37 C.F.R. § 1.97(e)(2) is set forth below. Thus, no fee is required as set forth in 37 C.F.R. § 1.97(c).

CERTIFICATION UNDER 37 C.F.R. § 1.97(e)(2)

I hereby certify that no item of information contained in this Statement was cited in a communication from a foreign patent office in a counterpart foreign application, or, to my

Appl. No. : 09/375,8
Filed : August 17, 1999

knowledge after making reasonable inquiry, was known to any individual designated in 37
C.F.R. § 1.56(c) more than three months prior to the filing of this information disclosure
statement.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

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Dated: Dec 16, 1999

By: David N. Weiss

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